

Minutes of the
DESY Customer Meeting
Held at CMS, April 27, 2004

Attendees: Phone/Video: Elizabeth Axelrod, Tom Bockert, Mike Cholnis, Barbara Frank (ResDAC), Debbie Caldwell, Lynn Walker (EDS), Sandy Callard (University of Michigan), OIG Region 2, Rick Andrews (CSC)

CMS: Jack Fletcher, Barbara Roth, Walt Dunick, Roseanne Dean, Karen McCoy, Patte Roschitz, Cheryl Morris, Brian Baranoski, Paige Gomoljak, Rosemary Thommen, Jennifer Rickrode, Tom Kornfield, Chuck Herboldsheimer, and Gary Stubbs

VIPS: Karen Garrison, Don Flohr, and Michelle Berman

Opening Statement

Jack Fletcher opened the monthly meeting by welcoming everyone. This meeting was recorded for note taking purposes.

Operations

- o Karen Garrison gave an update on completed requests over the last month. We had a very good month and completed 225 SAF requests, 471 NCH requests, 91 NMUD requests, 121 MEDPAR requests, 44 Denominator requests, and 5 Name and Address requests. We are concentrating on the 2002 NCH cycle to reduce the backlog.

- o We will have an internal meeting to discuss how to fine tune DESY and determine the level of support operations can provide for production control in order to reduce the backlog.

- o The remaining requirements for Release v4.3 will be available this week. Those enhancements include: Not Equal functionality, OR Logic functionality, and Denials in the Search Criteria. The details will be on the News & Info page.

- o Walt briefly described the OR Logic functionality as groups (OR Conditions) with a maximum of 2 OR Conditions allowed. All rules for search criteria apply to each separate OR Condition. The exception is for HICAN where only 1 finder file may be entered for a request.

DESY Release v5.0 will include the following enhancements:

- 1) access to MSIS data,
- 2) valid update date on the Session Summary,
- 3) New statuses to give additional information on where your request is in the process,
- 4) A new feature will be available through the Help menu to view a release history including enhancements and implementation dates for all DESY releases,
- 5) SSN to HICAN conversion.

- o We are getting ready to move into system validation for this release. The user community will begin their validation in mid-April. The release is targeted for implementation in May.

- o The SSN to HICAN conversion process in DSAF has not worked properly since the conversion of EDB to DB2. Russ Patterson is working on a fix since the DESY

version will not be available until May.

o Walt announced that he is doing special training on Monday. He sent out a survey for those who are attending the class or had DESY training. Please contact Walt with any special topics you would like covered in the class.

o An email was received asking that monthly meeting appointments be sent out more than a few days before the meeting. The meeting information is posted on the News & Information page in DESY. We plan to send out meeting notices a few weeks prior to each meeting. A reminder will go out a few days prior to the meeting.

o Jack extended a special thank you to Elizabeth Axelrod and those users who notified us that they have not received a notification email when their requests complete. Many users' web servers look for illegal domain names and filter them out. We have corrected the problem and everyone should now receive their email notifications for completed requests and News & Info updates.

Questions

Q: Since there is a backlog of Part B requests, what is the realistic timeframe for those

requests to complete?

A: 100 - 120 days turnaround time.

Q: What improvements are being made to decrease turnaround time?

A: There is a significant request for money for the 2005-2006 fiscal year. The data center capacity may not increase in the next six months. We will meet to determine what steps will be taken to improve efficiency and processing demand.

Q: Is there a process in place to screen requests?

A: There is not an automated function in place yet. Requests will be reviewed in the near future to determine if they have been submitted in the most efficient way to produce needed data for the user.

Q: What goes on in those first fifty bytes of the record? I thought I would find my finder

HIC in there for the Inpatient request, just like I did for the other claim type requests. Half of my records did not have the finder HIC in the first fifty bytes.

A: In order to get your finder file copied into the first 30 bytes of the 50-byte header,

you must type the header starting position number from your finder file on the User

Input File screen in the Header Start Position box. If you have some of your records with the HIC finder and some missing the HIC finder, then send an email with the request number and some detail for further investigation.